

Frequently Asked Questions

ABOUT THE CONFERENCE

QUESTION: **What are the dates and location of the conference?**

ANSWER: The conference is Tuesday, May 13 through Thursday, May 15, at the DeVos Place in Grand Rapids, Michigan.

QUESTION: **Who is sponsoring the conference?**

ANSWER: The conference is sponsored by the Michigan State Police, Emergency Management and Homeland Security Division (MSP/EMHSD), in partnership with the Michigan Department of Community Health, Office of Public Health Preparedness (MDCH/OPHP) and the Federal Bureau of Investigation-Detroit Office (FBI).

QUESTION: **What is the format of the conference?**

ANSWER: The conference consists of two half days and one full day. The conference hours will be:

- Tuesday, May 13 from 1 – 4:30 p.m. (General session)
- Wednesday, May 14 from 8 a.m. – 4:40 p.m. (Six one-hour workshop sessions)
- Thursday, May 15 from 8:30 – 11 a.m. (General session)

QUESTION: **Am I required to attend every session?**

ANSWER: We recommend that you attend each session in order to maximize your benefits for attending the conference.

QUESTION: **Will the conference be held in the hotel(s) we stay in?**

ANSWER: No, the conference will be held at the DeVos Place, within walking distance of area hotels. A list of area hotels with special conference rates can be found at www.michigan.gov/emhsd.

REGISTRATION

QUESTION: **How do I register for the conference?**

ANSWER: The registration process is available online through the Michigan State Police Learning Management System, called MI-TRAIN. You can access the online registration at <https://mi.train.org>. For instructions on how to create a MI-TRAIN account, [click here](#). For instructions on how to register for the conference, [click here](#).

QUESTION: **When is the last day to register?**

ANSWER: The last day to register is Friday, May 2 at 5 p.m.

QUESTION: **What is the registration fee?**

ANSWER: The registration fee is \$250.

QUESTION: **Can someone else register for me?**

ANSWER: No, each attendee will need a personal MI-TRAIN account to register for the conference.

QUESTION: **What should I do if I am unable to attend and I have already registered?**

ANSWER: Please send an email to EMHSD-Conference@michigan.gov with a brief explanation of why you can no longer attend. Full registration fee refunds will be issued for cancellations made by Friday, May 2 at 5 p.m. Refunds will not be issued for cancellations made after that date; however, substitutions are welcome.

GLHS Great Lakes Homeland Security Training Conference & Expo 2014

QUESTION: **How do I register a substitute in place of my registration?**

ANSWER: Please send an email to EMHSD-Conference@michigan.gov indicating that you would like to make a substitution. Please include the following information in your e-mail: your name, your substitutions name, and their e-mail address. Instructions will then be sent to the substitution on how to register. Please note that the substitution must have a MI-TRAIN account or create one before the registration can be completed.

QUESTION: **Will I receive a registration confirmation?**

ANSWER: Yes, you will receive an email confirmation after registering within one business day. Please check to make sure you have authorized MI-TRAIN to send you emails. To do this, login to MI-TRAIN, and click on the "My Account" link in the upper right hand corner to make sure the box is checked to receive emails. If you do not receive a confirmation, please contact EMHSD-Conference@michigan.gov to verify that you are registered.

QUESTION: **How do I print a copy of my registration?**

ANSWER: At the end of the registration process, you will have the opportunity to print your registration information (click the printer friendly button at the top of the page). You can also access your conference registration at any time by logging into your MI-TRAIN account and clicking on the "My Learning" link. Click on "2014 Great Lakes Homeland Security Training Conference and Expo", then the "Registration" tab where you will find all of the conference information.

QUESTION: **How do I register under a region?**

ANSWER: Each region will receive specific instructions for how their designated individuals should register. Please contact your region to get this information before registering for the conference.

QUESTION: **Will walk-in registrations be available onsite?**

ANSWER: No, there will be no onsite registration available at the 2014 Great Lakes Homeland Security Training Conference and Expo.

PAYMENT OPTIONS

QUESTION: **How do I pay for the conference registration?**

ANSWER: There are two conference payment options: credit card or check.

- **Credit Card:** If you choose to pay by **credit card**, please have your credit card information ready when registering online. You will have five minutes to complete the payment portion of registration. If you do not have the credit card information available at the time of registration, please select to be invoiced. The invoice will include a link at the bottom of the page that will direct you to the payment processing system to pay by credit card.
- **Check:** If you choose to pay by **check**, please select invoice in the payment option during registration, then print a copy of the invoice that will be emailed to you within two business days. The check should be made out to "State of Michigan". **Mail the check, with a copy of the invoice**, to the Michigan State Police - Cashiers Office, P.O. Box 30634, Lansing, MI 48909.

QUESTION: **Can I pay for my spouse/guest's meal separately?**

ANSWER: Yes, if an attendee selects a spouse/guest meal for which they are obligated to pay, they will be prompted to pay the \$30 fee by credit card or be invoiced. Please follow the instructions above regarding payment by credit card or check.

EXHIBITOR AREA

QUESTION: **What are the hours of the Exhibitor Area?**

ANSWER: The exhibitor area will be open on:

- Tuesday, May 13 from 9:30 a.m. – 5:30 p.m.
- Wednesday, May 14 from 7:30 a.m. – 3:30 p.m.

QUESTION: **How much does it cost to view the exhibits?**

ANSWER: There is no additional charge for attendees to view the exhibits.

QUESTION: **How do I register to be an exhibitor or sponsor?**

ANSWER: Exhibitor and sponsor registration is available online at <http://www.michiganchemistry.com>.

MEALS

QUESTION: **Will meals be provided?**

ANSWER: The following meals will be provided during the conference:

- Tuesday, May 13: dinner will be provided (pre-registration is required)
- Wednesday, May 14: breakfast and lunch will be provided
 - Note: Dinner is “on your own”
- Thursday, May 15: breakfast will be provided

QUESTION: **How can I make a special meal request?**

ANSWER: To request a special meal, please complete the special dietary needs information during the MI-TRAIN registration process. If you are unsure if you completed this during registration, please e-mail the 2014 Conference Committee at EMHSD-Conference@michigan.gov.

EXTRA ACTIVITIES AVAILABLE

QUESTION: **Will speakers or activities outside of the conference be available?**

ANSWER: During the evening meal on **Tuesday, May 13**, there will be a dinner speaker (pre-registration is required).

DRESS CODE

QUESTION: **What is the appropriate attire for the conference?**

ANSWER: Attire for the conference will be business casual. Please keep in mind that conference room temperatures may vary.

CONFERENCE MATERIALS/HANDOUTS

QUESTION: **Can I obtain a copy of the handouts ahead of time?**

ANSWER: Handouts provided by the speakers will be distributed at the conference. If unavailable, attendees should request materials directly from the workshop speakers.

QUESTION: **Will I need to bring any materials with me?**

ANSWER: All relevant materials will be provided at the conference.

CONFERENCE CERTIFICATES AND EVALUATION

QUESTION: **How do I obtain my conference certificate?**

ANSWER: Conference certificates will be available in your MI-TRAIN account upon completion of the mandatory online evaluation following the conference. The online evaluation will be available in MI-TRAIN the week after the conference.

ADDITIONAL INFORMATION

QUESTION: **Who can I contact for additional information?**

ANSWER: For additional information, please send an e-mail to EMHSD-Conference@michigan.gov or visit www.michigan.gov/emhsd.